

ZENworks Mobile Workspace

System Update Guide

May 2017

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1 OVERVIEW

This user guide aims to show how you can update your ZENworks Mobile Workspace solution with the updater tool. This tool can only be run on a standard enterprise deployment or for a workspace edition. That means on an installation where all ZENworks Mobile Workspace modules are on the same virtual machine.

2 MANUAL BACKUP & RESTORE

If you do not have any VM backup or snapshot system, it is wise to back up your database and server files (space consuming: about 140Mb):

1. Stop services SENSE-SERVER, SENSE-DB
2. Backup folder SENSE_HOME\apps-deploy\
3. Backup folders sense-sec-server, sense-pim-server contained in SENSE_HOME\databases
4. Restart services SENSE-DB, SENSE-SERVER

After the update, if any problem occurred, process to a rollback:

1. Stop services SENSE-SERVER, SENSE-DB
2. Delete the folder SENSE_HOME\apps-deploy\
3. Past the folder backup of apps-deploy
4. Delete folders sense-sec-server, sense-pim-server contained in SENSE_HOME\databases
5. Past the folder backup of sense-sec-server, sense-pim-server
6. Restart services SENSE-DB, SENSE-SERVER

Quick backup (space consuming: about 500Mb):

1. Stop services SENSE-SERVER, SENSE-DB
2. Backup folder SENSE_HOME
3. Restart services SENSE-DB, SENSE-SERVER

Quick restore:

1. Stop services SENSE-SERVER, SENSE-DB
2. Past the folder backup of SENSE_HOME
3. Restart services SENSE-DB, SENSE-SERVER

3 UPDATE ZENWORKS MOBILE WORKSPACE

1. To start the update process, browse to the location of the installation files on your computer. To run properly, installation must be started in the privileged mode (as administrator).
2. Click on **Run as administrator** to bypass the security warnings.
3. **Language Selection:** In the Language Selection screen, select your language and click OK.
4. In the Welcome screen, click Next.
5. **Installation Path:** Browse to the folder where ZENworks Mobile Workspace is installed.

If the selected folder contains a ZENworks Mobile Workspace installation, a textbox pops up prompting you to be sure the SENSE services are stopped. **Don't click OK now!**

6. Stop **SENSE-DB** and **SENSE-SERVER** services. Now, go back to the SENSE updater and click **OK**.
7. **Package Selection:** Select the checkboxes, Update Sense and Update Sense Workspace add-on, and then press "Next".
8. **Updater Process:** The installation progress is displayed. Wait until you see **Finished** in the progress bar and then click **Next**. The DB model and the ZENworks Mobile Workspace server modules are updated.
9. Wait till all the files are processed and then click Next.
10. **Package Update:** Browse to your desk.sup update file. It should be in the following format: desk-x.x.x.sup. Then click **Next**. Information related to unpacking is displayed.
11. **Update Client Binaries:** This step allows you to upload the client (iOS, Android) binaries to all the available domains. If you want to control on which domains you want to provide the update, select the option to deploy it manually.
12. **Update Completed:** When the update is completed, click **Done**.

Log into the ZENworks Mobile Workspace security server and assign the new version to the required groups (Refer to the ZENworks Mobile Workspace Security Administration guide).